MHBE Plan Management Stakeholder Committee

May 2, 2024
2 – 2:45 p.m.
Virtual Meeting

Attendees:

Aetna	Maryland Physician's Care
CareFirst	Maryland Citizen's Health Initiative
Kaiser Permanente	
UnitedHealthcare	
Alpha Dental	
Delta Dental	
Dominion Dental	

Welcome:

Members receipt of minutes from the March 2024 PMSC was confirmed and the minutes were approved without edits.

Agenda:

Topic	Member Comments
No comments or feedback from the field to begin the meeting.	

Plan Management Updates	The following updates were shared: • Certification packets were sent out to carriers this week. Actuarial certification statements were included in the packet. • Certification documents are due back by Monday, June 3, 2024, except for the actuarial certification statement which is due at the end of plan certification when carriers sign off on 2025 plans. • The ECP template and instructions were not included in the certification packet, they will be sent to carriers later and posted to the partner stakeholder site. • A reminder that the Telehealth template is in SERFF and will be available in SERFF for future year certifications. • Re- enrollment hierarchy will be implemented in time for impact to 2025 renewals. Carriers are asked to provide a "due by" date confirming the date they will need the impact list from MHBE to update carrier renewal notices. • FTR will resume for this year's renewals batches. • Plan shopping updates will be minimal this year, the main focus is to improve the functionality of the provider directory search. There may be additions or enhancements, but this will be scheduled after open enrollment. • SBMI and escalated cases guidance was sent out to PMSC members on May 1, 2024. MHBE would like to implement on May 13, 2024. For SBMI calls, MHBE requests to have staff from areas such as EDI join SBMI calls for efficiency and speedier resolution times. Carriers are asked to review with staff and schedule any concerns for discussion.

	Comments/Feedback from participants: **Carrier question** – Will there be any impact to the format of the provider directory file because of the provider search changes? Nicole advised that the initial updates to the directory will not have any impact on the file, but subsequent updates/enhancements might. If so, carriers will be notified before the project begins. **Carrier question** - Will provider directory search results still show with individual carriers instead of being able to view all carriers accepted by a provider? Nicole confirmed that this will not change with the first phase of the provider directory updates. **Carriers question** – Will MHBE send out an impact list of enrollments that will be included in the re-enrolled hierarchy? Per Nicole, this question will be taken back for discussion. Carriers will receive follow up on the answer during an upcoming touchpoint call. **Carrier question** - Is the current ECP information listed on the MHBE partner site accurate?

	Nicole confirmed that the information on the site is not current. The current ECP information on the site should not be used. **Carrier question** - Are there any changes to the Telehealth template this year? Nicole confirmed that there are no changes to the template. **Carrier question** – Will the presence of EDI staff on SBMI calls shift the focus to 834 discussions? Nicole responded that the goal is not to shift the focus from SBMI and if participants on the calls notice a shift this should be brought to the attention of MHBE. Hadassa Thadigiri (MHBE) agreed that the focus should not shift, and the goal of having staff from EDI/834 teams is to cut down on email communications for resolution.
2024 Legislative Session Update	Amelia Marcus, Health Policy Analyst, provided an overview of the bills that passed this session and have impact to MHBE. **Comments/Feedback from participants**: No member questions were raised

EDI/IT Update	Srija Vutukuru, EDI Specialist, presented the upcoming Open Enrollment testing timeline and provided an update on the SFTP changes in the lower environment. **Comments/Feedback from participants**: No questions raised from members.
MHC for Small Business	Mimi Hailegeberel, Small Business Program Manager, presented an update on the Small Business enrollment platform, including a new tentative timeline for Go-Live and an updated portal flow. Amelia Marcus, presented on changes to COMAR with impact to minimum participation rate and wait period for small employers. Comments/feedback due by May 12, 2024. Mimi also presented on the upcoming Broker Achievement Awards taking place on May 6, 2024. **Comments/Feedback from participants:** **Carrier comment** - The updated timeline is appreciated.

Discussion: No additional comments or questions to end the meeting.

Adjournment:
Meeting Adjourned 2:45 pm